



**MCA-QP8520**  
**Previously MCA-P14.1**  
**Revision F**  
**26 February 2002**

**Maintenance Center, Albany**  
**Marine Corps Logistics Base, Albany, GA 31704-0325**

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# **MCA QUALITY PROCEDURE**

## **CODE 881**

# **CORRECTIVE ACTION**

### **SIGNATURE/APPROVAL**

The signature and date below indicates approval of this procedure for implementation at the Maintenance Center, Albany.

\_\_\_\_\_  
(Signature on File)  
S. H. FOREMAN  
Commander, Maintenance Center, Albany

\_\_\_\_\_  
26 February 2002  
DATE

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#### DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		03 Dec 99	
Revision	A	15 Mar 00	CAR QS-99-006-35
Revision	B	05 Jun 00	Chgs due to Management Working Group
Revision	C	17 Jul 00	Revise to Management Working Group Changes
Revision	D	23 Oct 00	Revise paragraph numbering; add external CARs and MCA-P14.1-BN0049 to paragraphs 4.1.2 and 4.2.3.3; change paragraph 4.2.6 to "Customer concerns related to product nonconformance, that are identified, with the exception....Quality Office"; edit and correct multiple format and spelling errors.
Revision	E	21 Feb 01	ISO Qualification Audit DCMA AMC-021; Added follow-up timeframe to paragraph 4.1.4.1.
Revision	F	26 Feb 02	Transition From ISO 9002:1994 to 9001:2000

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## CORRECTIVE ACTION

### 1. SCOPE.

1.1 Scope. This Maintenance Center, Albany (MCA) Quality Procedure (MQP) documents the general procedures and responsibilities for corrective action.

1.2 Purpose. To establish a corrective action system for informing management and affected departments of specific instances of nonconformance to quality requirements. Also, to initiate a review for identification of the cause of the nonconformance. Finally, identify and take specific actions to correct and prevent recurrence of nonconformance.

1.3 Applicability. This MQP applies to all MCA organizational elements. Corrective actions related to subcontractors are addressed in MCA-QI8300-BN0015. Corrective actions related to customer complaints are addressed in MCA-QI8300-BN0017 and MCA-QI8520-BN0044. Corrective actions related to internal nonconformances are addressed in MCA-QI8520-BN0013.

### 2. APPLICABLE DOCUMENTS.

MCQM1000	Maintenance Centers Quality Manual
MCO 4855.10	Product Quality Deficiency Report (PQDR)
MCA-QP8210	Customer Satisfaction Management
MCA-QI8240-BN0014	Instruction for completing Quality Inspection Reports
MCA-QI8300-BN0015	Product Quality Deficiency Report (PQDR) SF-368
MCA-QI8300-BN0017	Field Product Quality Deficiency Report (FPQDR)
MCA-QI8520-BN0013	Corrective Action Request (CARs)
MCA-QI8520-BN0044	Fleet Support Division (FSD) Quality Inspection Report (QIR) Processing
MCA-QI8520-BN0049	External Corrective Action Request (CAR) Response Process

See MCA ISO Web Page for other applicable documents.

### 3. DEFINITIONS.

See MCA-QP5500 Appendix A for definitions.

### 4. PROCEDURES.

4.1 General. Corrective action shall be taken when necessary or when required. Any corrective action taken to eliminate nonconformance shall be to the degree appropriate to the magnitude of the nonconformance and commensurate to the risk encountered.

#### 4.1.1 Internal Corrective Action.

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4.1.1.1 System, Process/Product Related Audits. A Corrective Action Request (CAR) shall be initiated, issued and completed for nonconformance identified as Major or Minor discovered during formal internal system audits, and may be generated as results of process or product audits.

4.1.1.2 Product Related Inspections. A Quality Inspection Report (QIR) shall be initiated, issued and completed for nonconformance identified during product inspections. Corrective actions for product related defects/nonconformance are to be corrected and re-inspected to ensure proper and full correction of the noted defect and/or nonconformance. The QIR will be annotated as re-inspected and the results recorded on the QIR.

4.1.1.3 CARs and QIRs. Are compiled and analyzed in the Quality Assurance Office per MCA-QP8400. CARs may be initiated in the event the Quality Assurance Office identifies trends of repetitive nonconformance/defects.

4.1.2 Customer/Customer Representative Concerns. Nonconformance identified by customers on PQDRs and QIRs, or identified on external CARs by customer's representatives shall be processed as addressed in MCA-QP8210, MCA-QI8300-BN0017, MCA-QI8520-BN0044 and MCA-QI8520-BN0049 respectively.

4.1.3 Subcontractors. Nonconformance discovered on product or services received from subcontractors are addressed in MCA-QI8300-BN0015.

#### 4.1.4 Corrective Action Follow-up.

4.1.4.1 System/Process/Product Related Audits. After corrective action has been implemented, the initiator will conduct a follow-up to ensure the corrective action has been effectively implemented and that the non-conformance has been corrected. Follow-up shall be accomplished within 30 days of corrective action implementation. The CAR will remain in an open status until completion of the follow-up. Effectiveness of implementation will be documented on the CAR form IAW MCA-QI8520-BN0013.

4.1.4.2 Product Related Inspections. After completion of the rework/repair on product non-conformances, the product will be re-inspected and annotated on the QIR as corrected.

4.1.5 Authority for Corrective Actions. The basic authorities and responsibilities for corrective action are as follows:

4.1.5.1 Inspector/Auditor/QA/External Authority determines the need for a corrective action through a noted defect, nonconformance and/or adverse trend, which may be identified through inspections, system audits, statistical analysis and product/process audits.

4.1.5.2 Affected Department investigates and implements the corrective action.

4.1.5.3 The CAR initiator accepts/rejects corrective action plan and conducts appropriate follow-up.

4.1.5.4 The Quality Office records, monitors, and publishes CAR status.

4.2 Action. The following actions shall be taken by the assigned actionee to ensure timely and proper corrective actions are taken and completed:

<u>Actionee</u>		<u>Action</u>
All Employees	4.2.1	Identify and report situations that may require corrective action to any Quality Representative/CPI.
Quality/CPI	4.2.2	Validate and document product related nonconformance during inspections via QIRs.

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QIRs will provide a mechanism to support the identification of adverse trends during analysis by Quality Office.

Auditors/Quality	4.2.3	
	4.2.3.1	Identify nonconformance in the course of system, process and product audits.
	4.2.3.2	Identify adverse trends during analysis of QIRs; initiate CARS as warranted.
	4.2.3.3	Document corrective action on customer concerns received on PQDRs IAW MCA-QI8300-BN0017, QIRs IAW MCA-QI8520-BN0044 or on external CARs IAW MCA-QI8520-BN0049.
All Departments	4.2.4	
	4.2.4.1	Investigate and document corrective action. Corrective action response shall address the root cause, identify actual or proposed corrective action(s) and prevention of recurrence.
	4.2.4.2	Record the corrective action implementation or plan. If changes in procedures or instructions result from corrective actions, the CAR shall be referenced in the document change history as the reason for the change.
	4.2.4.3	Ensure corrective action taken is to a degree appropriate to the magnitude of problems and commensurate to the risks encountered (See NOTES).
	4.2.5	Customer concerns related to product nonconformance, with the exception of those addressed in 4.2.3.3, shall be forwarded to Program Management.
Program Management	4.2.6	Customer concerns related to product nonconformance that are identified, with the exception of those addressed in 4.2.3.3, shall be logged, investigated and reported to the Quality Office IAW MCA-QP8210.

5. NOTES. Any product related process change must go through the Program Management Department for concurrence.

#### 6. DATA, REPORTS AND FORMS.

- |                                     |                            |
|-------------------------------------|----------------------------|
| 6.1 Corrective Action Request (CAR) | Quality Form 603-2         |
| 6.2 Quality Inspection Report (QIR) | MC Alb-4730-27 (Rev. 9-81) |

#### 7. QUALITY RECORDS.

Corrective Action Request, QF603-2 shall be generated and maintained IAW MCA-QI8520-BN0013.

Quality Inspection Report (QIR), MC Alb-4730-27 (Rev. 9-81) shall be generated and maintained IAW MCA-QI8240-BN0014.

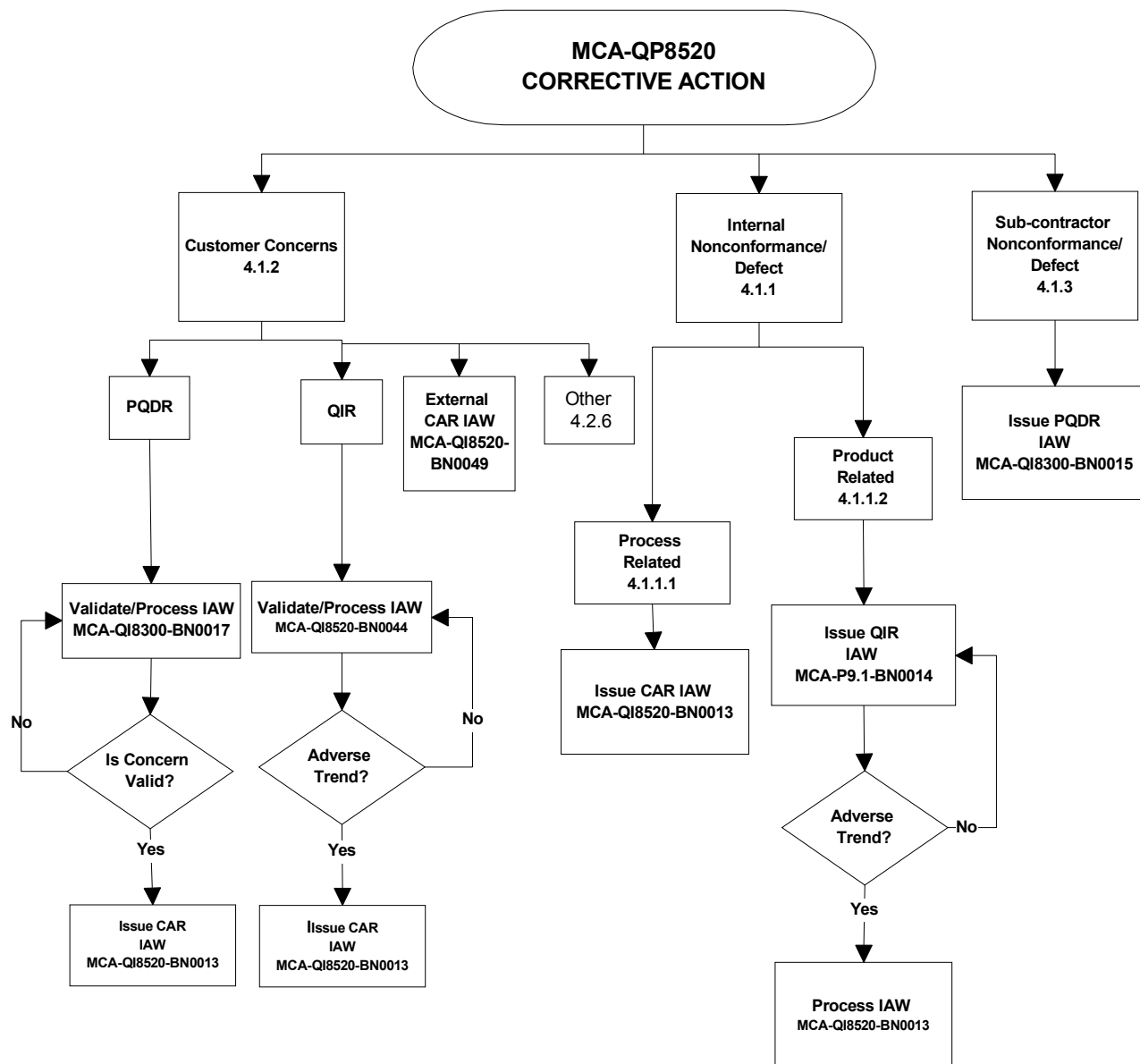
#### 8. FLOW DIAGRAM.

See Appendix A.

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## APPENDIX A



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